

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

ICB Electronics, INC.

Alabama Technology Network

ATN Helps ICB Electronics Obtain ISO 9000 Certification

Client Profile:

ICB Electronics, Inc. established in 2001, is located in Scottsboro, Alabama. The company manufactures electronic cable assemblies for the automotive industry. ICB Electronics employs 30 people.

Situation:

ICB Electronics was born from US Textiles being forced out of business by foreign competition. With the loss of all of their contracts, US Textiles had two people employed leasing their 650,000 square foot building as warehouse space. Occasionally, a small cut and sew contract would employ former workers temporarily, but the business was essentially non-existent. The Alabama Technology Network's (ATN), a NIST MEP network affiliate, Alexander City Office was surveying a project and found the situation as it was. ATN offered to help convert the company to electronics if they so desired and show them how to reinvent themselves. The company owner decided that the idea was just what they needed and called ATN in to help.

Solution:

The process began with strategic planning and marketing to Huntsville-based companies. Ten cut and sew operators were sent to a 40-hour Solder Certification course in Madison, Alabama. Six multipurpose electronics stations were procured for the operators and a static sensitive facility was fabricated. ICB Electronics was born. Within three months, ICB had landed a large contract for electronics repair and recovery work with a large telecommunications firm in Huntsville. Since then, a new partner and now President/CEO has entered the company and has steered the company into automotive cables. Their major contract is with Cantos Corporation which supplies Nissan with multiwire cables for behind the dash applications. There are three or four other small contracts as well. The company is now stable and slowly growing. ATN developed their ISO 9000 Management System and drove implementation towards registration in 2004/5. They recently had a successful first year surveillance audit with Ronny Kisor now helping them with internal audits and support as needed. ATN helped to complete the ISO 9001-2000 Quality Manual, the Quality Procedures and provided guidance in conducting contract and management reviews. ATN also conducted training for all employees in ISO 9000. Employees additionally received training in Communications to equip them to succeed as a team. The ISO registration process has affected every department and aspect of ICB's business.

Results:

- * Achieved ISO 9000 certification.
- * Awarded Cantos (Nissan) contract.

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- * Increased sales by \$240,000.
- * Retained \$1.8 million in business.
- * Saved \$170,000 in costs.
- * Added 30 new jobs.
- * Increased investments by \$70,000.
- * Achieved a more competitive and profitable position.

Testimonial:

"Our experience with ATN has been extremely successful. We could not have afforded to do this without their service and financial support from the State with the grant funding."

Jack O'Rear, President/CEO